Desktop Videoconferencing QuickNotes

Notes prepared by Learning Services
www.griffith.edu.au/ins/learningservices

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Desktop Videoconferencing: Introduction

Desktop videoconferencing (DTVC) is a communication tool that enables people in different locations to meet without leaving their desks.

Desktop videoconferencing is best used with small groups of people. As with any meeting, there is more interaction between groups of eight people, than between groups of fifty people.

A camera and headset are required for desktop videoconferencing. If a camera is not available, participation is still possible. You will be able to hear and view other participants' audio and video. Other participants will be able to hear you, but not see you.

At Griffith University, desktop videoconferencing uses software called Marratech. The Marratech client is installed on a Microsoft® Windows® or Macintosh computer. It is then used to connect to the Marratech server at Griffith University, or any other Marratech server. The server is made up of meeting rooms, which participants can enter to meet. Meeting rooms can be locked to prevent uninvited participants from entering and participants from outside the university can be included in the meeting, subject to some conditions.

Marratech includes the facility to send and receive audio and video, as well as text messages to all meeting participants or just one. A built-in viewer is used to select a Marratech server and enter a meeting room.

An electronic whiteboard is available which can be used to work with text and image files. PDF (Portable Document Format) files can be opened on Macintosh computers, while Microsoft® Word® and Microsoft® PowerPoint® files can be opened on Windows computers. The whiteboard can also be used to share files so that participants can work with a document as a group, even if the required software is not installed on all users' computers.

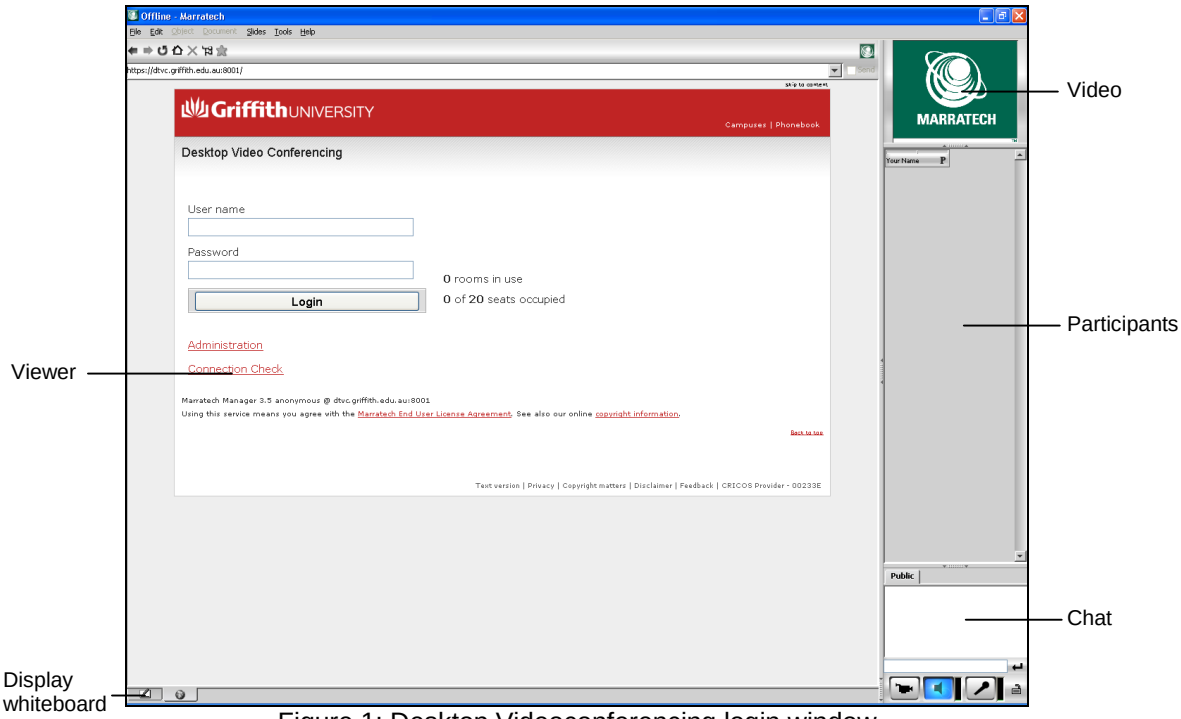


Figure 1: Desktop Videoconferencing login window

Related QuickNotes

- Logitech: Install Logitech Camera
- Desktop Videoconferencing: File Basics

Logitech: Install Logitech Camera

To make the most use of desktop videoconferencing, it is necessary to first install a video camera. A list of recommended cameras is available at URL:

www.griffith.edu.au/messaging

and then click on 'Desktop Videoconferencing'.

The camera software must be installed **before** connecting the camera.

Do not connect the camera until prompted by the Camera Wizard, after the computer is restarted (see Figure 3).

To install Logitech camera software:

Insert the Logitech® QuickCam® CD.

The CD should start automatically **or**

open a **My Computer** or **Windows Explorer** window.

Locate and select the CD drive.

Double click the file **setup.exe**

A new window is opened. Click Install QuickCam® Software.

The **Logitech QuickCam InstallShield Wizard** is opened.

Click Next >.

Select the option: **I accept the terms of the license agreement** and click Install.

The **Logitech Desktop Messenger** window is opened (see Figure 1).

Select the option: **I do not want to activate this service** and click Next >.

Select the required restart option, eject the CD and click Finish.

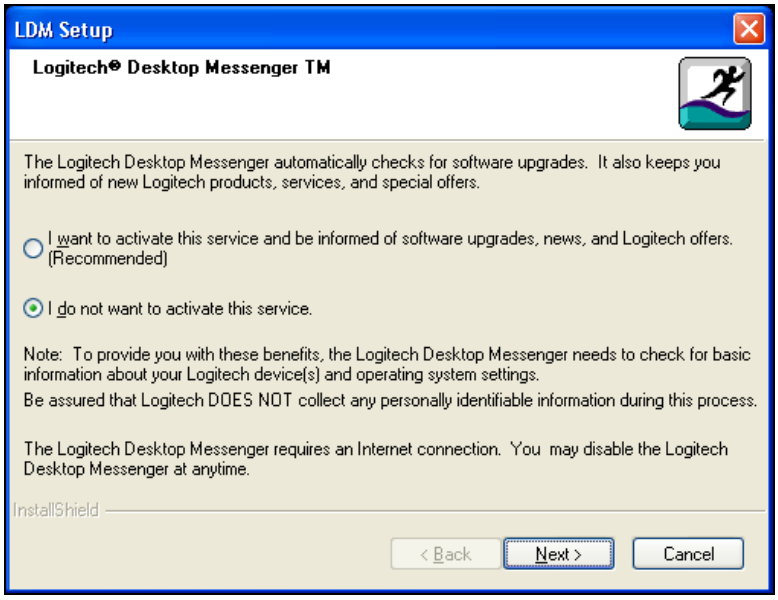

LDM Setup
Logitech® Desktop Messenger TM
The Logitech Desktop Messenger automatically checks for software upgrades. It also keeps you informed of new Logitech products, services, and special offers.
I want to activate this service and be informed of software upgrades, news, and Logitech offers. (Recommended)
I do not want to activate this service.
Note: To provide you with these benefits, the Logitech Desktop Messenger needs to check for basic information about your Logitech device(s) and operating system settings.
Be assured that Logitech DOES NOT collect any personally identifiable information during this process.
The Logitech Desktop Messenger requires an Internet connection. You may disable the Logitech Desktop Messenger at anytime.
InstallShield
< Back
Next >
Cancel

Figure 2: Logitech Desktop Messenger window

The computer must be restarted in order to complete the software installation.

To complete Logitech camera installation:

After restarting the computer, the **Camera Wizard** is opened (see Figure 2).

Connect the camera into the computer's USB port **or**

click Next > to connect the camera at a later time.

The camera should now display video. Click Next >.

Click Finish to complete the camera installation.

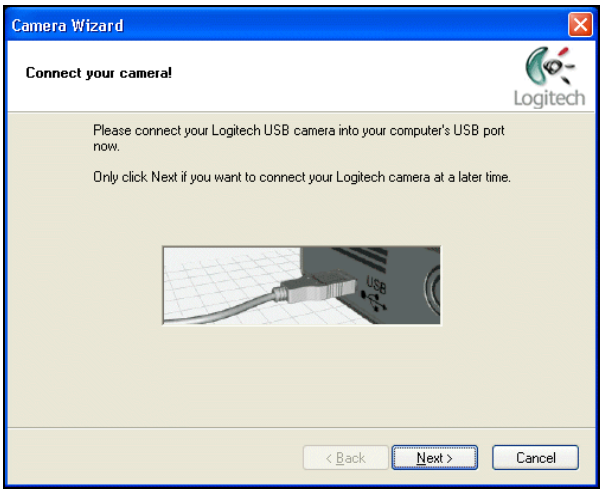

Camera Wizard
Connect your camera!
Logitech
Please connect your Logitech USB camera into your computer's USB port now.
Only click Next if you want to connect your Logitech camera at a later time.
< Back
Next >
Cancel

Figure 3: Camera Wizard window

Related QuickNotes

- Logitech: Camera Settings
- Logitech: Information for Macintosh Users

Logitech: Camera Settings

Once the camera is installed, it is easy to check and modify settings as required.

NOTE: If there are any problems with the camera during a videoconference, it is recommended to exit the desktop videoconferencing software, and check settings in Logitech® QuickCam®.

To start QuickCam:

Click start, then Programs and then Logitech.

Select Logitech QuickCam to open the Logitech QuickCam window (see Figure 1) **or** if available, double click Logitech QuickCam on the desktop.

Logitech QuickCam
Logitech
QuickCam
9.0.2
QuickCapture
Windows Messenger
Video E-Mail
More Applications
Camera Settings
MSN Messenger
AIM
Logitech VideoCall
Yahoo! Messenger
Speak, See and Connect
Experience high quality full screen video and synchronized audio with MSN® Video Conversation. Enjoy the most powerful form of internet communications available today! Click the link to launch/get (depending on MSN installed/not installed) MSN® Messenger. You can also take advantage of the existing Webcam functionality in
Download Webcam for MSN® Messenger now
Help
Mini Mode

Figure 4: Logitech QuickCam window

To modify camera settings:

Start QuickCam.

Click Camera Settings to display the **Camera Settings** dialog box (see Figure 2).

Select the required tab and make changes as required.

Click OK to close the **Camera Settings** dialog box.

To return to the default camera settings:

Start QuickCam.

Click Camera Settings to display the **Camera Settings** dialog box (see Figure 2).

Click Default.

Click OK to close the **Camera Settings** dialog box.

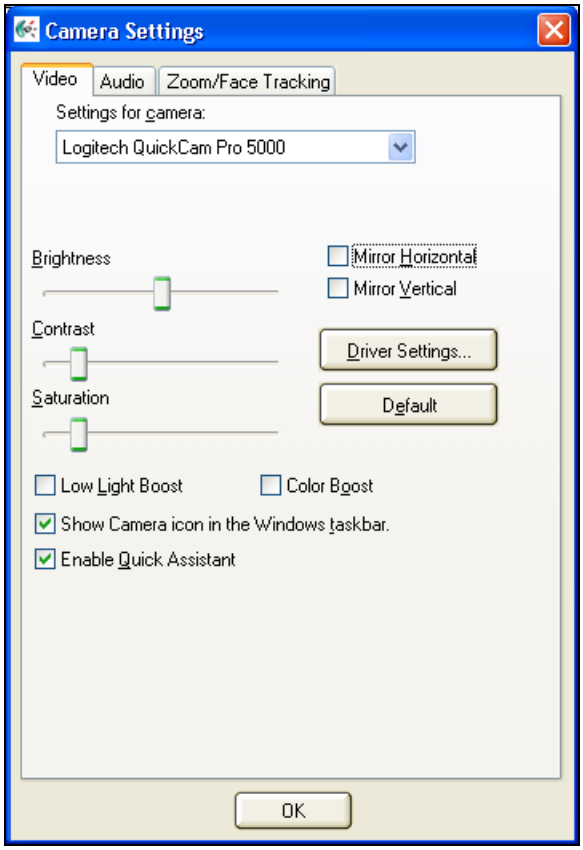


Figure 5: **Camera Settings** dialog box

The Face Tracking option keeps your face in the centre of the video frame, even when moving around.

To turn face tracking on:

Start QuickCam.

Click Camera Settings to display the **Camera Settings** dialog box (see Figure 2).

Click Zoom/Face Tracking tab.

Ensure the option: **Enable Face Tracking** is checked (☑).

Click OK to close the **Camera Settings** dialog box.

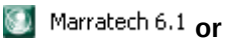
Related QuickNotes

- Logitech: Install Logitech Camera
- Logitech: Information for Macintosh Users

Desktop Videoconferencing: File Basics

When the video camera and Marratech client have been successfully installed, they are ready to use.

To start Marratech:

Click and select  **or**

double click on the desktop.

The Marratech window is opened (see Figure 1).

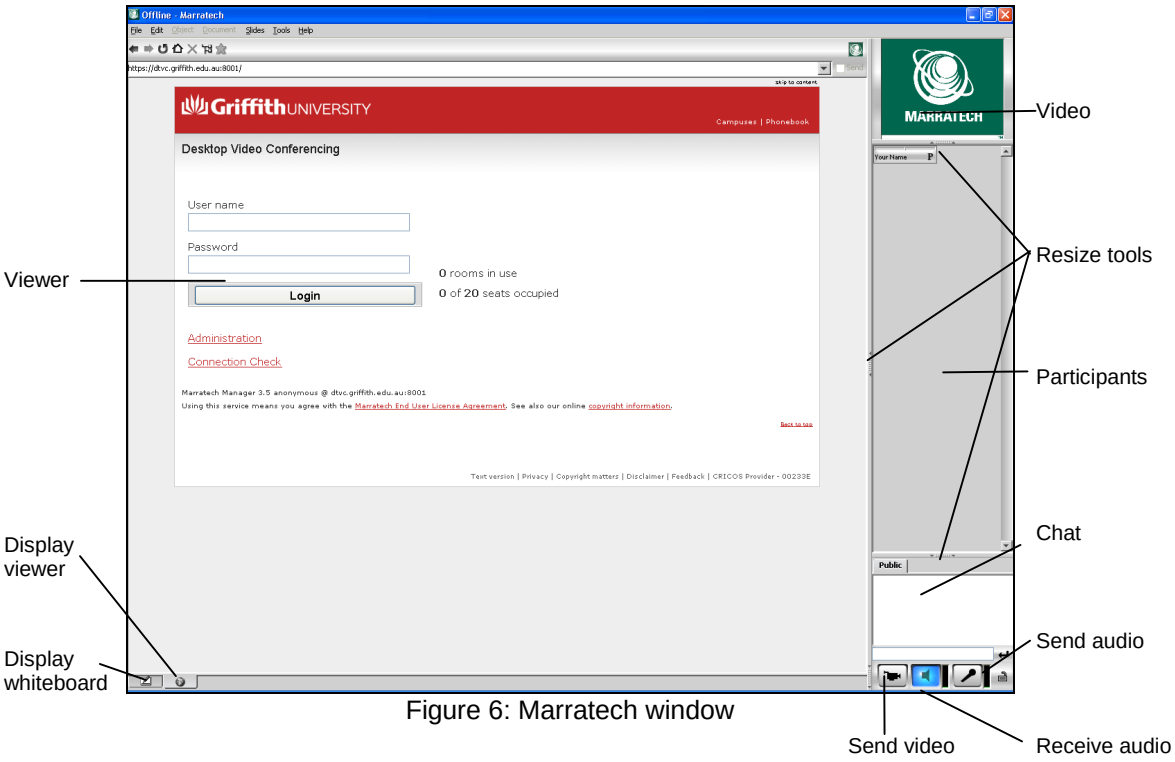


Figure 6: Marratech window

To log into Griffith Desktop Videoconferencing Portal:

Start Marratech.

The Desktop Videoconferencing login window is displayed.

In the User name window, type your ‘s’ number.

In the Password window, type your password.

Click **or**

press Enter.

Boundaries between the different modules can be moved if required.

To resize Marratech modules:

Move cursor over and click.

NOTE: Change to Expert mode to better control the size of the module windows.

To view Marratech help information:

Select Help, Help to display the Help window.

The Marratech viewer is opened.

The user is connected to the Marratech web site and the Marratech Client v6 User Manual is displayed.

Click the required topic in the Table of Contents on the right side of the screen to display more information.

NOTE: The Marratech Client v6 User Manual is also available from the Griffith University web site at URL:

www.griffith.edu.au/messaging

and then click on 'Desktop Videoconferencing'.

To exit Marratech:

Select File, Exit to display the **Exit Application** dialog box.

Click Yes.

NOTE: In **Flexible** mode, the "Close" and "Exit" options both exit the application. In **Expert** mode, the "Close" option will close the active module, but not exit the application.

Related QuickNotes

- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Expert Mode
- Desktop Videoconferencing: Information for Macintosh Users
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Settings and Options

Once the desktop videoconferencing software is installed, it also needs to be configured. However it is possible to modify these options at any time as required.

To update Marratech's options:

Select Tools, Options to display the **Options** dialog box.

Select the required tab.

Make changes as required.

Click OK.

NOTE: Options cannot be updated when in a meeting. Leave the meeting to update options.

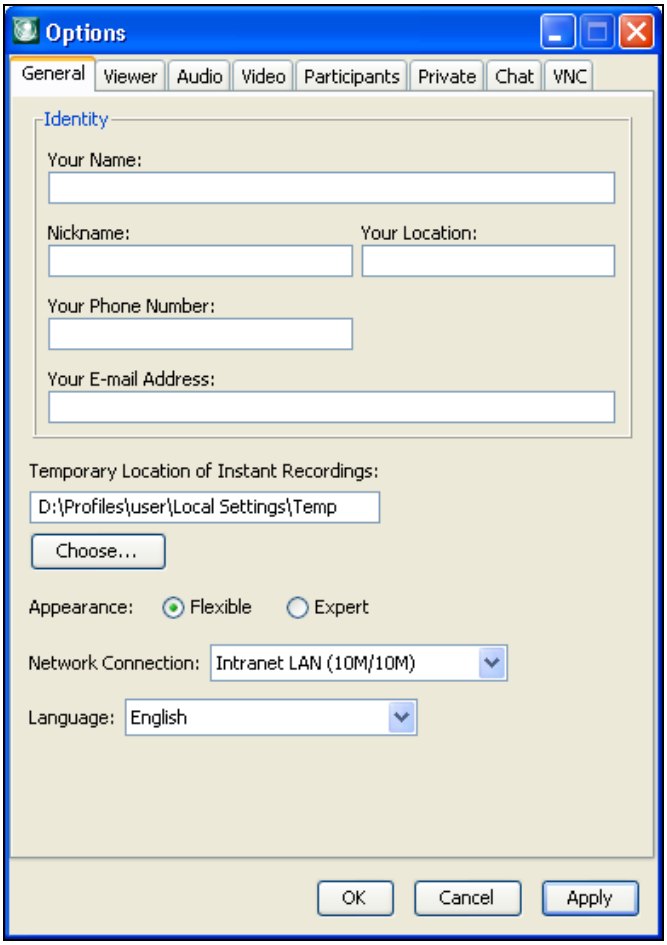


Figure 7: **Options** dialog box

General Tab

There are two different modes for working with the desktop videoconferencing software: flexible (default) and expert.

To change modes:

Select Tools, Options to display the **Options** dialog box.

On the **General** tab, select the required Appearance option: Flexible or Expert.

Click OK to close the **Options** dialog box.

Audio Tab

Marratech's recording levels can be adjusted as required.

To adjust audio playback level:

Select Tools, Options to display the **Options** dialog box.

On the **Audio** tab, click Test to open the **Audio Test** window.

Click (Play Reference Audio Clip) to hear a reference clip.

If the volume is too low, drag up **or**
if the volume is too high, drag down.

Click to close the **Audio Test** window.

Click OK to close the **Options** dialog box.

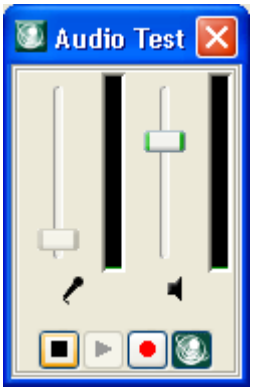


Figure 8: Audio Test window

To adjust audio recording level:

Select Tools, Options to display the **Options** dialog box.

On the **Audio** tab, click Test to open the **Audio Test** window.

Click (Record) and speak into the microphone.

Click (Stop) to stop recording.

Click (Play) to hear the recording.

If the volume is too low, drag up **or**
if the volume is too high, drag down.

Click to close the **Audio Test** window.

Click OK to close the **Options** dialog box.

Video Tab

It may sometimes be necessary to reduce the video compression setting, from the default, H.264 software encoder.

To adjust video compression:

Select Tools, Options to display the **Options** dialog box.

On the **Video** tab, click next to the **Compression:** window .

Select the option, **H.261 software encoder** to reduce compression **or**
select the option **H.264 software encoder** to increase compression.

Click OK to close the **Options** dialog box.

Related QuickNotes

- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Expert Mode
- Desktop Videoconferencing: Information for Macintosh Users
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Meetings

Meetings can be conducted with any other person who has installed the desktop videoconferencing software.

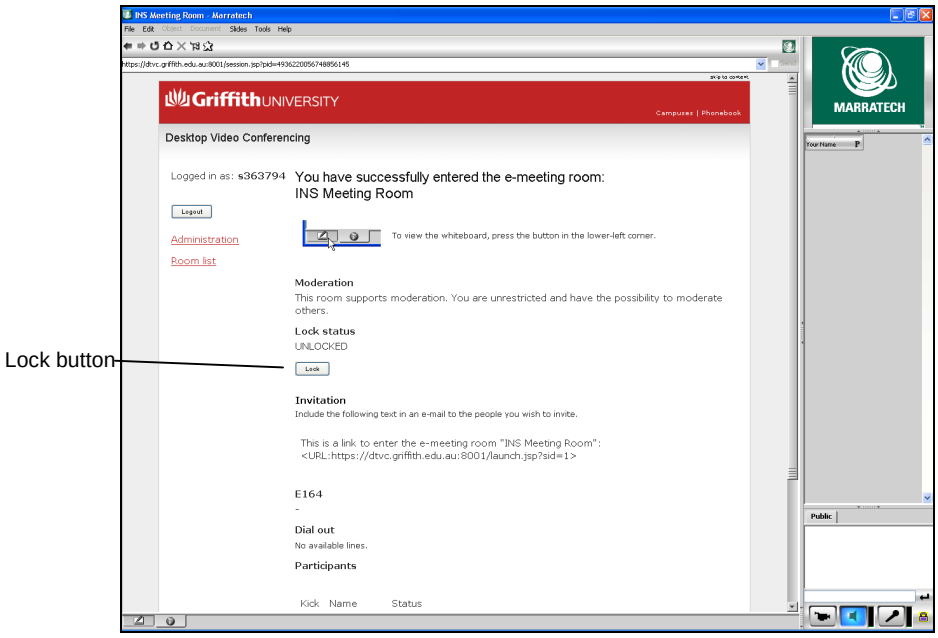


Figure 9: An example of a Griffith University DTVC meeting room

To enter a meeting room:

Start Marratech and log into the Griffith Desktop Videoconferencing Portal.

Click on the required room's name.

Meeting rooms can be locked to prevent other participants from joining the videoconference. Participants can also be disconnected from a meeting, using the 'kick' function.

To lock a meeting room:

Start Marratech and log into the Griffith Desktop Videoconferencing Portal.

Enter a meeting room.

If required, click (Viewer) to display the viewer.

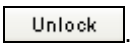
Click

.

NOTE: A locked room will be indicated in the list of rooms by a padlock next to its name. It is not possible to enter a room that has been locked by another user.

To unlock a meeting room:

If required, click (Viewer) to display the viewer.

Click 

.

To disconnect a participant from a meeting:

Start Marratech and log into the Griffith Desktop Videoconferencing Portal.

Enter a meeting room.

Select the user to be disconnected.

Click Kick.

A dialog box is displayed to the disconnected user indicating who has disconnected them.

To send video to the other videoconference participants:

Click in the bottom right corner of the window.

To receive audio from the other videoconference participants:

Click in the bottom right corner of the window.

NOTE: Active buttons will be coloured blue. If audio or video is turned off, the buttons will be grey.

To change the volume level:

Move cursor over in the bottom right corner of the window and drag up or down the slider as required.

To send audio to the other videoconference participants:

Click and hold down in the bottom right corner of the window **or**

hold down Ctrl and click .to send audio continuously.

NOTE: When active, the **Send Audio** button will be coloured red.

DTVC participants are indicated in the Participants module. Participants sending video will be indicated as in Figure 10. Participants only sending audio will be indicated as in Figure 11.

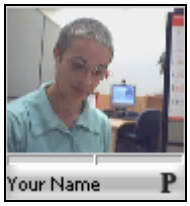


Figure 10: Meeting participant sending video

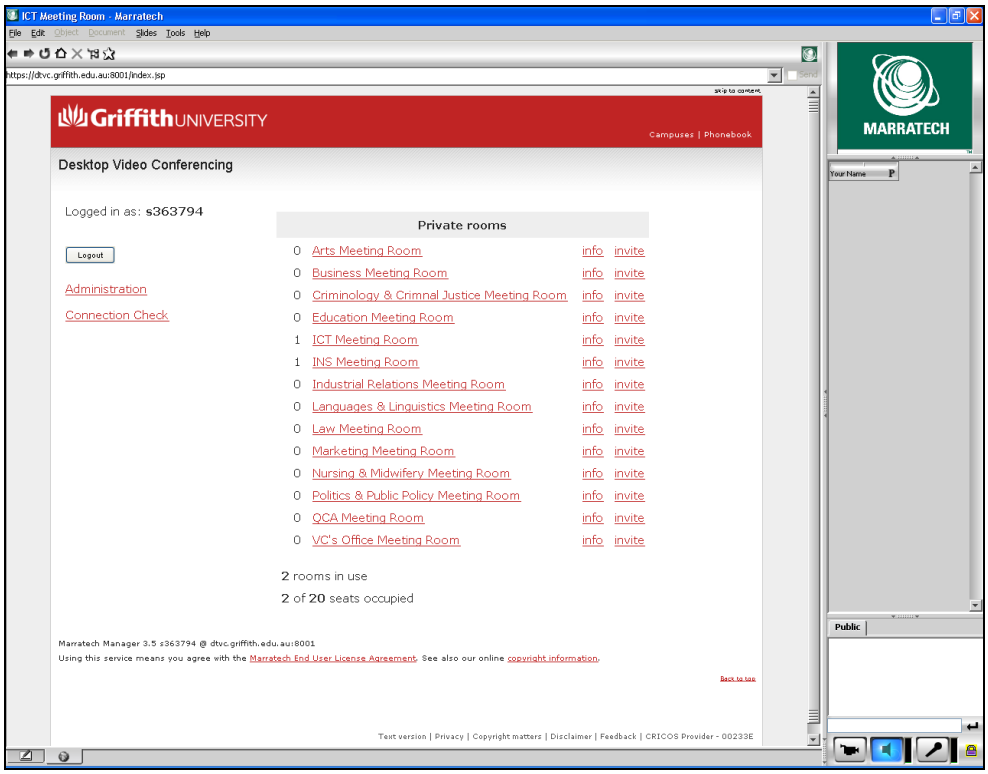
Figure 11: Meeting participant sending audio only

Related QuickNotes

- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Meeting Invitations
- Desktop Videoconferencing: Recording Meetings
- Desktop Videoconferencing: Sending Private Messages
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Meeting Invitations

Meetings can be conducted via desktop videoconferencing with any other person who has Internet access. The desktop videoconferencing software must be installed before participating in a videoconference.


ICT Meeting Room - Marratech
File Edit Object Document Slides Tools Help
https://dtvc.griffith.edu.au:8001/index.jsp
Griffith UNIVERSITY
Campuses | Phonebook
MARRATECH
Desktop Video Conferencing
Logged in as: s363794
Logout
Administration
Connection Check
Private rooms
0 Arts Meeting Room info invite
0 Business Meeting Room info invite
0 Criminology & Crimnal Justice Meeting Room info invite
0 Education Meeting Room info invite
1 ICT Meeting Room info invite
1 INS Meeting Room info invite
0 Industrial Relations Meeting Room info invite
0 Languages & Linguistics Meeting Room info invite
0 Law Meeting Room info invite
0 Marketing Meeting Room info invite
0 Nursing & Midwifery Meeting Room info invite
0 Politics & Public Policy Meeting Room info invite
0 QCA Meeting Room info invite
0 VC's Office Meeting Room info invite
2 rooms in use
2 of 20 seats occupied
Marratech Manager 3.5 s363794 @ dtvc.griffith.edu.au:8001
Using this service means you agree with the Marratech End User License Agreement. See also our online copyright information.
Back to top
Text version | Privacy | Copyright matters | Disclaimer | Feedback | CRICOS Provider - 00233E
Public
Figure 12: DTVC meeting rooms at Griffith University

It is possible to send an e-mail or Lotus Notes meeting invitation, which includes a link to the meeting room, inviting others to a videoconference. Invited participants will only need to click the link to easily 'attend' the meeting.

To invite others to a videoconference:

Start Marratech and log into the Griffith Desktop Videoconferencing Portal to display a list of available rooms.

Click invite next to the required room to display the text to include in the meeting invitation.

Select and copy the text to be included in the invitation.

Open or return to Lotus Notes.

Create a new memo **or**

create a new meeting invitation.

Paste the text into the body of the memo or invitation.

Send the memo or invitation to the required participants.

To accept an invitation to a videoconference meeting:

When a meeting invitation is received, click the link to open the Desktop Videoconferencing login screen.

Log in with your 's' number and password.

The **File Download** dialog box is displayed. Click Open.

The Marratech client opens and displays the meeting room's info page.

To join a videoconference without an invitation:

Start Marratech.

If required, click (Viewer) in the bottom left corner of the window.

Click the required meeting location **or**

type the required web address in the Address window.

Press Enter.

A login screen may be displayed. Log in if required.

A list of available rooms is displayed. Click the required room to enter.

To leave a videoconference:

Select File, Leave.

The **Leave Room** dialog box is displayed.

Click Yes to leave the meeting.

Related QuickNotes

- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Recording Meetings

Meetings can be recorded and played back later. All video, public audio, whiteboard documents, application sharing and public chat messages are included in the recording. This is useful for reviewing the meeting and also enables any absentees to view the meeting.

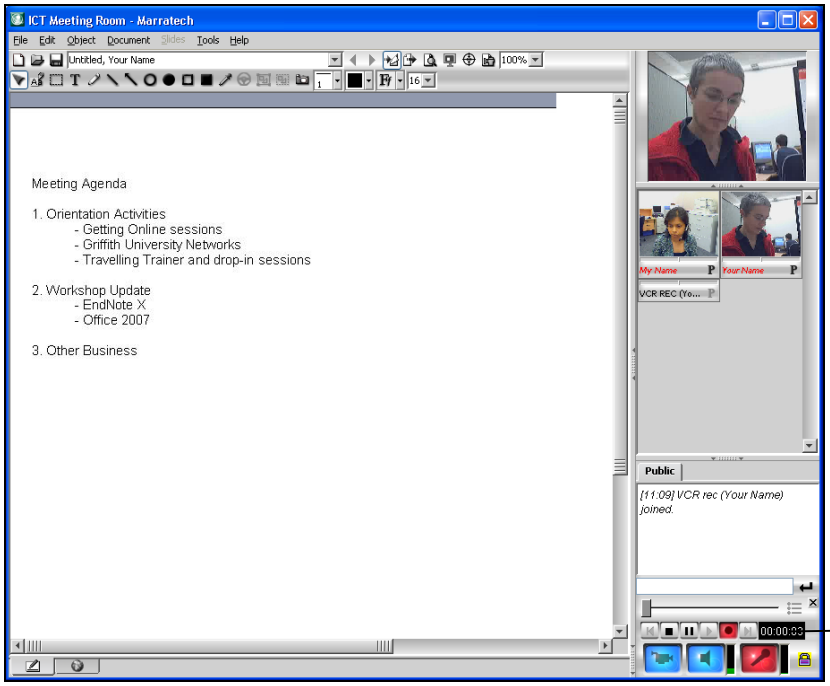


Figure 13: Recording a meeting

To record a meeting:

Start Marratech and join a meeting.

Select File, Instant Recording.

The **Secure Storage** dialog box is displayed.

Click [No] not to encrypt the video **or**

click [Yes] to encrypt the video.

The **Security Alert** dialog box is displayed.

In the **Key:** window, type an encryption key.

In the **Confirm:** window, retype the encryption key.

Click [OK].

A panel of buttons appears under the Chat module.

Click ● to start recording.

If required, click ❚❚ to pause recording.

When the video is completed, click ■ to stop recording.

The **Save Recording** dialog box is displayed.

If required, type a new name for the recording and specify a location for the file.

Click [Save].

To play back a recorded meeting:

Start Marratech.

Select File, Start Playback.

The **VCR Playback** dialog box is displayed.

Locate and select the required file and click Finish.

If the video has been encrypted, the **Security Alert** dialog box is displayed.

Type the required encryption key and click OK.

The video is represented in the Participants module.

A panel of buttons appears under the Chat module.

Click to play the video.

If required, click to pause the video **or**

click to stop playing.

Related QuickNotes

- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Chat Module

The Chat module is used for text-based communication, rather than audio. Messages can be sent to all desktop videoconference participants or to a single participant as required.

The Chat module also displays messages to indicate when a participant joins or leaves the desktop videoconference.

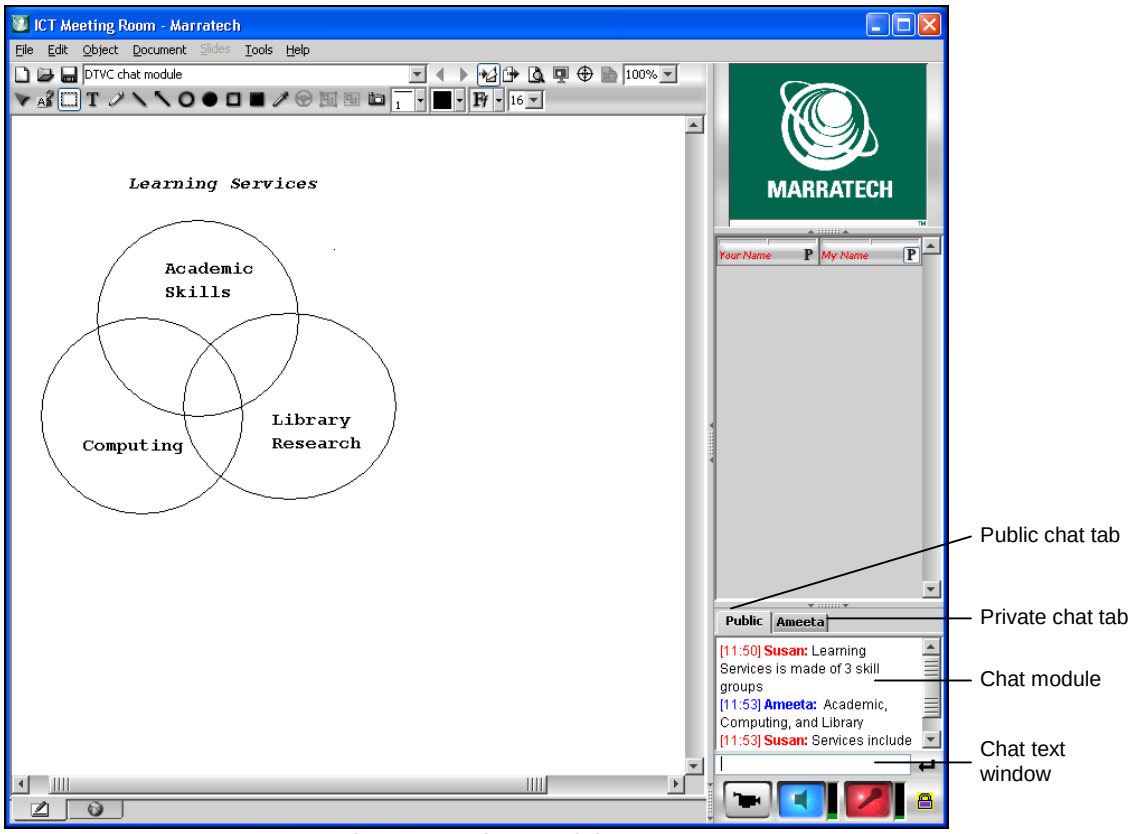


Figure 14: Chat module

To send a chat message to all desktop videoconference participants:

Start Marratech and join a videoconference.

Click in the Chat text window.

Type the message as required.

Press Enter **or**

click ↵ (Send public chat message).

Sent chat messages are indicated with the sender's name in red. Received chat messages are indicated with the sender's name in blue.

Chat messages can be copied, pasted and saved in other applications. It is not possible to save a record of the chat messages in Marratech.

To copy messages in the Chat module:

Select the messages to be copied.

Press Ctrl + C.

Once the messages are copied to the clipboard, they can be pasted into any other application as required.

The Chat module can be cleared as required.

To clear the Chat module:

Select Edit, Clear Messages.

Related QuickNotes

- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Sending Private Messages
- Desktop Videoconferencing: Whiteboard Module
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Sending Private Messages

Sometimes it is desirable to send a message to a single participant during a desktop videoconference meeting. With Marratech, it is possible to send private chat and audio messages.

Private chat messages are displayed in separate tabs from public chat messages. If private chat messages are sent to multiple participants, a separate tab will be displayed for each participant.

Private chat and audio messages are not included when meetings are recorded.

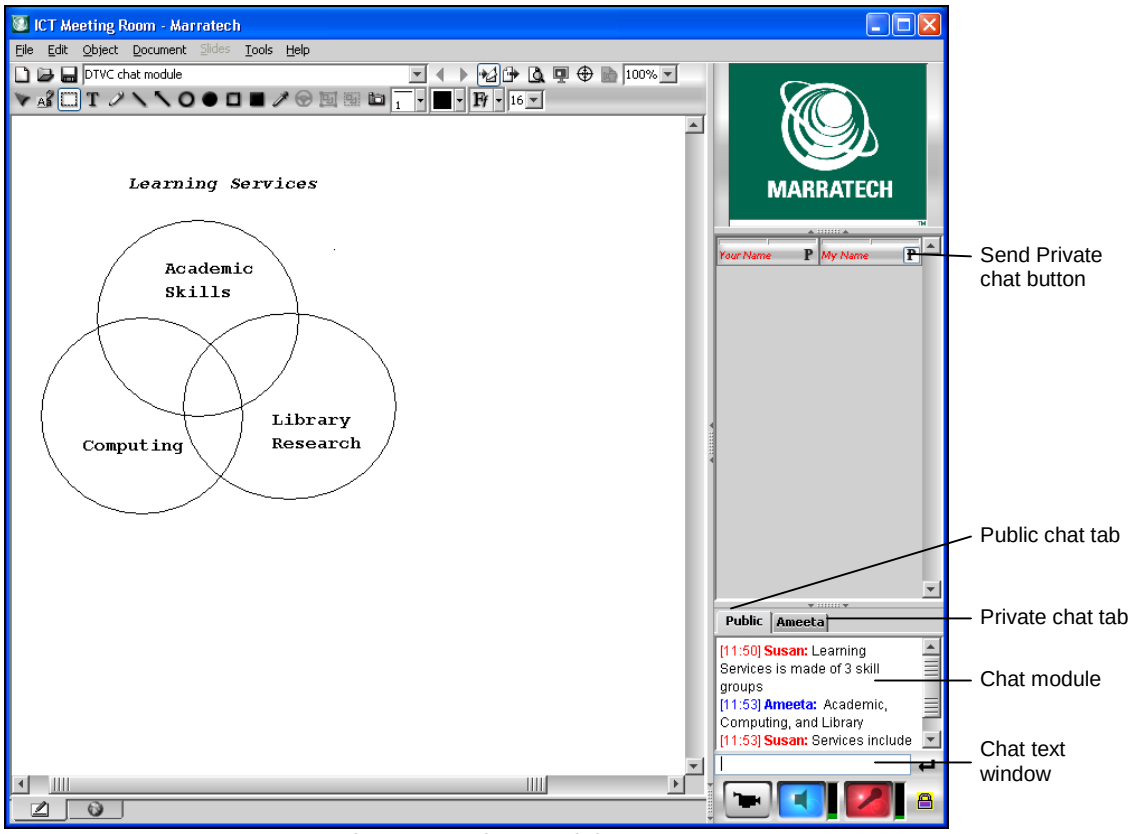


Figure 15: Chat module

To send a private chat message to a single desktop videoconference participant:

Start Marratech and join a videoconference.

Click P (Private) **or**

right click the participant's video and select **Open Private Window**.

A new tab is displayed in the Chat module for the selected participant.

Click in the Chat text window.

Type the message as required.

Press Enter **or**

click ↵ (Press to send text).

To send a private audio message to a single desktop videoconference participant:

Start Marratech and join a videoconference.

Click P (Private) **or**

right click the participant's video and select **Open Private Window**.

The Send Audio button changes to .

Click and hold down in the bottom right corner of the window **or**

hold down Ctrl and click to send audio continuously.

To close a private chat tab:

Click P (Private) **or**

right click the participant's video select **Close Private Window**.

Related QuickNotes

- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Chat Module
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Whiteboard Module

The whiteboard can be used for sharing and commenting on all sorts of data. Microsoft® Word® and Microsoft® PowerPoint® documents can be opened on Microsoft® Windows® computers and PDF (Portable Document Format) documents on Macintosh computers. Text and image files as well as blocks of text can be imported to the whiteboard for a group of users to work with on either platform. Multiple documents can be imported into a single meeting.

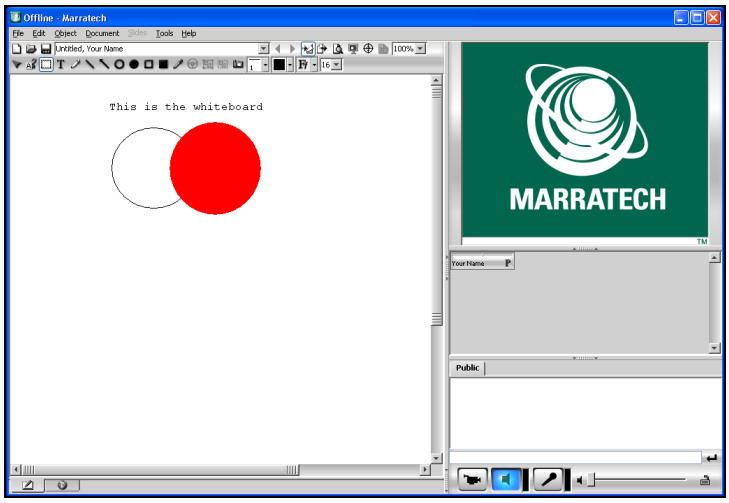


Figure 16: Whiteboard

To open the whiteboard:

Start Marratech.

Click (Whiteboard) in the bottom left corner of the window.

A number of tools are available in the whiteboard to edit pages and documents, including text and drawing tools.

To add text to a whiteboard page:

Click on the whiteboard toolbar.

Move the cursor over the whiteboard page and click the left mouse button.

A text box is displayed.

Type text as required.

Click outside the text box when complete.

To draw an object on a whiteboard page:

Click the toolbar button for the required object.

Move the cursor over the required location on the whiteboard page.

Hold down the left mouse button and drag.

Release the left mouse button when complete.

To select an object on a whiteboard page:

Click (Selects an object).

Select the required object(s) (hold down Ctrl to select multiple objects).

To move an object on a whiteboard page:

Select the required object.

Hold down the left mouse button and drag to the required location.

To group multiple objects on a whiteboard page:

Click (Selects an object).

Click the objects to be selected (hold down Ctrl to select multiple objects).

Select Object, Group.

To ungroup an object on a whiteboard page:

Select the object to be ungrouped.

Select Object, Ungroup.

To bring an object to the front on a whiteboard page:

Select the object to be brought to the front.

Select Object, To Front.

To move an object to the back on a whiteboard page:

Select the object to be sent to the back.

Select Object, To Back.

To recolour an object on a whiteboard page:

Select the object to be recoloured.

Click next to the **Select color** toolbar button to open the colour palette.

Click the required colour.

Click to close the colour palette.

To delete a single object on a whiteboard page:

Select the object to be deleted.

Press Delete.

To clear the contents (delete all) of a whiteboard page:

Select Documents, Clear Page to display the **Clear Page Warning** dialog box.

Click

.

Related QuickNotes

- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Whiteboard Pages
- Desktop Videoconferencing: Screen Capture
- Desktop Videoconferencing: Application Sharing
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Whiteboard Pages

The whiteboard can be used for sharing and commenting on all sorts of data. Text and image files as well as blocks of text can be imported to the whiteboard for a group of users to work with on either platform. Multiple documents can be imported in the same desktop videoconference session.

Multiple screens or pages can be opened on the whiteboard.

To create a new page on the whiteboard:

Select Documents, Create New Page to display the **Name Page** dialog box.

Type a name for the page and click OK.

To rename a page on the whiteboard:

Select Documents, Rename Page to display the **Rename Page** dialog box.

Type a new name for the page and click OK.

To delete a single whiteboard page:

Display the whiteboard page to be deleted.

Select Documents, Delete Current Page to display the **Delete Page Warning** dialog box.

Click Yes.

To delete multiple whiteboard pages:

Select Documents, Delete Pages to display the **Delete Whiteboard Pages** dialog box.

Select the whiteboard pages to be deleted (hold down Ctrl to select non-sequential pages).

Click Delete.

To save a whiteboard page:

Select File, Save Page to display the **Save Whiteboard Page** dialog box.

If required, type a name for the page and click OK.

To open a whiteboard page:

Select File, Open, WB Document(s) to display the **Open Whiteboard Page** dialog box.

Locate and select the required whiteboard page and click Open.

Word, PowerPoint and text documents can be displayed on different whiteboard pages as required. Image files can also be opened on the whiteboard.

To open a Word document on a whiteboard page:

Select File, Open, MS Word to display the **Open MS Word Document** dialog box.

Locate and select the required document and click Open.

A new dialog box is displayed. Type the number of pages to display **or**

select All.

Click OK.

To open a PowerPoint presentation on a whiteboard page:

Select File, Open, MS PowerPoint to display the **Open MS PowerPoint Document** dialog box.

Locate and select the required presentation and click Open.

A new dialog box is displayed. Type the number of slides to display **or** select All.

If required, click and select the required scale.

Click OK.

To open an image file on a whiteboard page:

Select File, Open, Image(s) to display the **Open Image(s)** dialog box.

Locate and select the required file and click Open.

To open a text file on a whiteboard page:

Select File, Open, Text Document(s) to display the **Open Text Document(s)** dialog box.

Locate and select the required file and click Open.

NOTE: When a text or image file is opened on a whiteboard page it is placed on the background layer. It cannot be edited. If the file is imported on to the whiteboard page, it is imported as an object which can be edited.

To import a text file on a whiteboard page:

Select File, Import, Text Document(s), to display the **Import Text Document(s)** dialog box.

Locate and select the required file and click Open.

To import an image file on a whiteboard page:

Select File, Import, Image(s), to display the **Import Text Document(s)** dialog box.

Locate and select the required file and click Open.

Related QuickNotes

- Desktop Videoconferencing: Whiteboard Module
- Desktop Videoconferencing: Screen Capture
- Desktop Videoconferencing: Application Sharing
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Screen Capture

The whiteboard can be used to capture screen shots of other applications. This could be useful for presenting or discussing text or images. Unlike application sharing, the original document is not available for editing with the screen capture tool, although participants can draw and write over the image.

If required, the screen shot and any changes can be saved as jpeg image files.

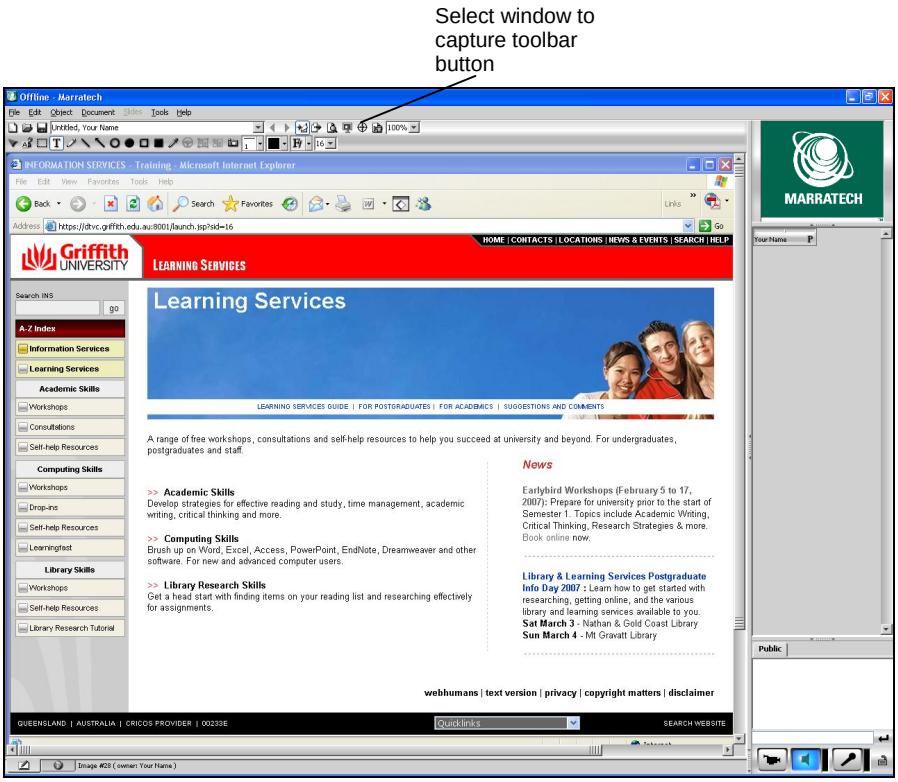
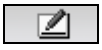

Select window to capture toolbar button
Offline - Marratech
INFORMATION SERVICES - Training - Microsoft Internet Explorer
MARRATECH
Griffith UNIVERSITY
LEARNING SERVICES
Learning Services
A range of free workshops, consultations and self-help resources to help you succeed at university and beyond. For undergraduates, postgraduates and staff.
News
webhumans | text version | privacy | copyright matters | disclaimer

Figure 17: Screen capture

To capture an application screen to the whiteboard:

Start the application to be captured.

Start, or return to, Marratech and join a videoconference.

Click  (Whiteboard) in the bottom left corner of the window.

Move the cursor over (Select window to capture) then drag the button over the window to be captured and release.

The selected window is captured to the active whiteboard page.

The (Select window to capture) toolbar button can also be used to select a sub window within an application just by clicking the title bar of the required sub window.

The screen capture can be updated to show any changes to the content of the window since it was last captured.

To update a screen capture:

Display the whiteboard page with the screen capture to be updated.

Click .

It is also possible to copy a window to the clipboard and paste it into a whiteboard page.

To copy a window and paste it into a whiteboard page:

Open the window to be copied.

Hold down Alt and press PrtScn **or**

hold down Alt and press Print Screen.

Return to the Marratech client and open the required whiteboard page.

Select Edit, Paste.

The copied window should be pasted into the active whiteboard page.

Whiteboard pages can be saved as jpeg image files and opened as required after the videoconference. The jpeg files can then be edited in any image editor.

To save a whiteboard page as a jpeg image:

Select File, Export, Export All Pages to display the **Export Whiteboard Pages to JPEG Folder** dialog box.

Locate and select the required folder.

Click

.

Related QuickNotes

- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Whiteboard Module
- Desktop Videoconferencing: Information for Macintosh Users
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Application Sharing

Application sharing allows a desktop videoconference participant to display an active application on their computer to other desktop videoconference participants, and to hand over control of the computer to another participant.

The application sharing tool displays the selected window to the desktop videoconference whiteboard.

One advantage of application sharing is 'live' editing of files, without the need for other participants to have the software installed.

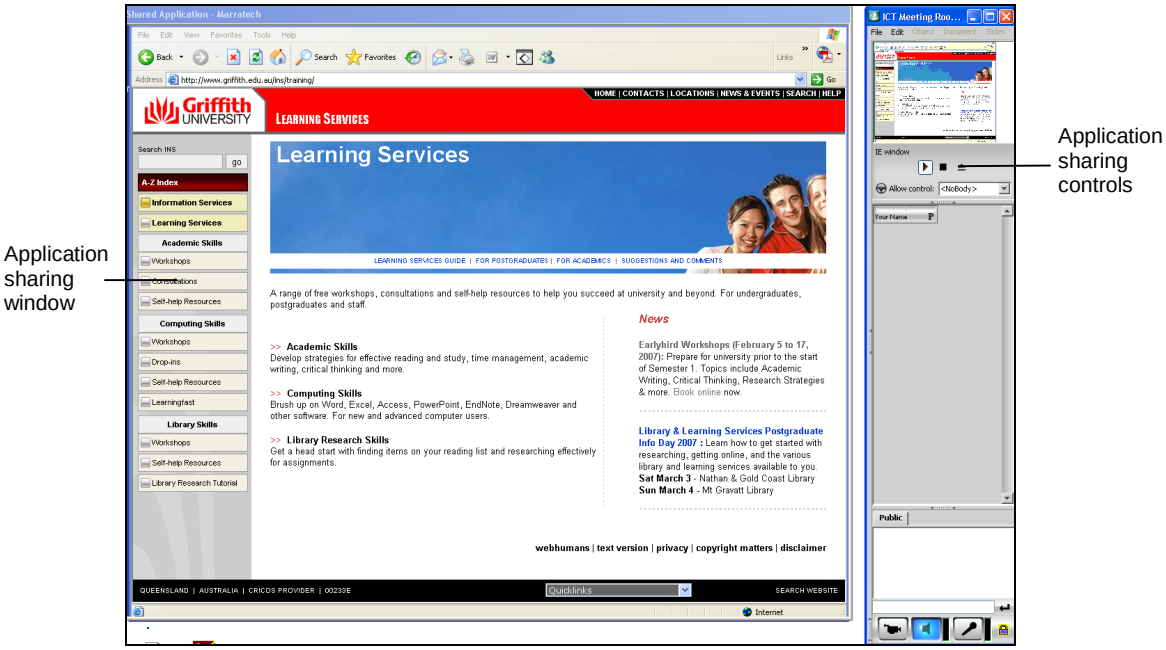


Figure 18: Displaying Internet Explorer in the Application Sharing window

To share an application on Marratech's whiteboard:

Start the application to be shared on the whiteboard. Do not maximise the application window.

Start, or return to, Marratech and join a desktop videoconference.

Click (Whiteboard) in the bottom left corner of the window.

Select Document, Lead Page Changes.

Click (Application Sharing).

The **Name Page for Shared Applications** dialog box is displayed (see Figure 19).

If required, type a new name for the page in the **Name:** window.

Click to close the **Name Page for Shared Applications** dialog box.

The **Application Sharing** mode window appears.

Move the **Application Sharing** mode window over the application window to be shared.

If required, resize the **Application Sharing** mode window to suit.

Click (Play) to send the content of the **Application Sharing** mode window to the other videoconference participants.

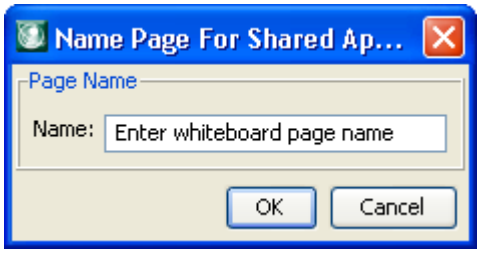


Figure 19: **Name Page for Shared Applications** dialog box

To stop sharing an application on Marratech's whiteboard:

Click (Stop) to stop sending the **Application Sharing** mode window to the other videoconference participants.

To return to Marratech:

Click (Eject) to stop application sharing and return to Marratech.

To give control of a shared application to another videoconference participant:

Click next to the **Allow Control:** drop down list.

Select the required participant.

NOTE: Only give control of your computer to a trusted participant. Do not leave your computer unattended when allowing another user to control it.

To take back control of a shared application:

Click next to the **Allow Control:** drop down list.

Select yourself **or**

select **<NoBody>**.

When a desktop videoconference participant chooses to share an application, other participants may need to delete or close their current whiteboard document in order to view the shared document.

To view the shared document:

Select Document, Follow Page Changes.

To take control of a shared application when it has been given:

Click (Control shared application).

Related QuickNotes

- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Meetings
- Desktop Videoconferencing: Whiteboard Module
- Desktop Videoconferencing: Whiteboard Pages
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Expert Mode

The Marratech desktop videoconferencing software has several modules available in either mode: flexible or expert. In Flexible mode (the default), all the modules are combined into one window. In Expert mode, all the modules work in the same way as in Flexible mode, but they are displayed in separate windows, and need to be called up individually. If a module is not visible, it is still active and available as required. The modules are:

- Participants
- Video
- Chat
- Whiteboard
- Viewer

As its name suggests, expert mode is designed for experienced users.

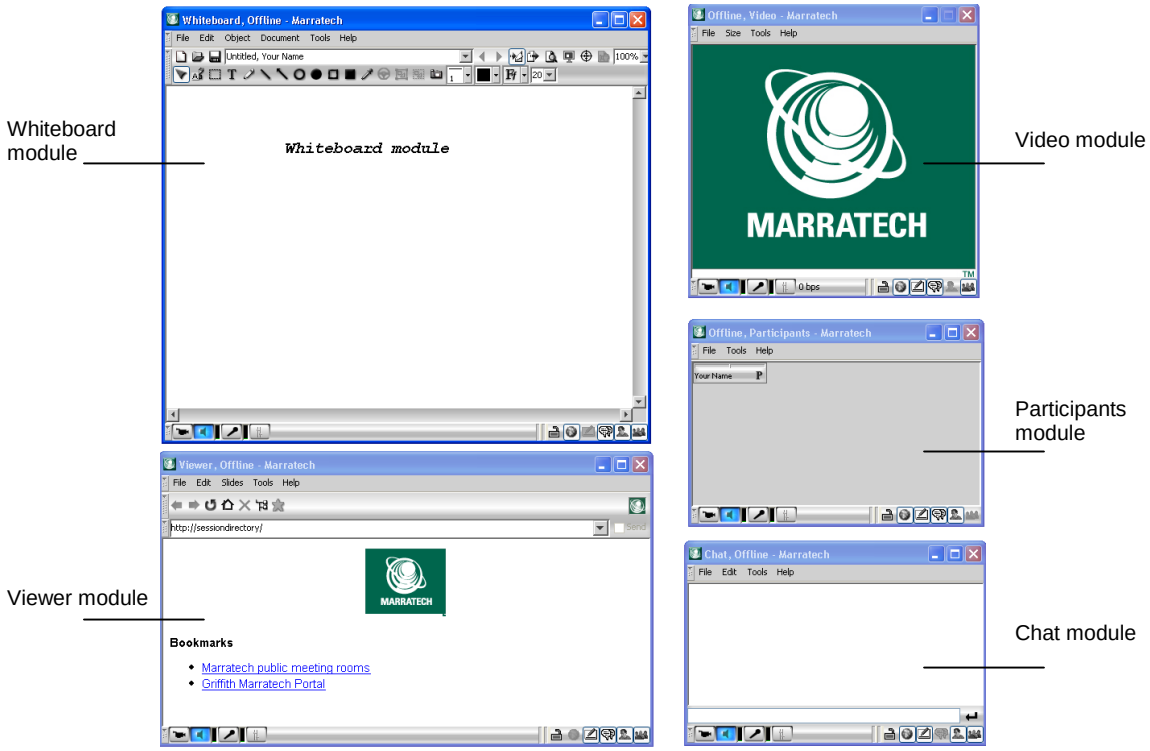


Figure 20: Separated modules in Expert mode

To change modes:

Select Tools, Options to display the **Options** dialog box.

On the **General** tab, select the required Appearance option: Flexible or Expert.

Click OK.

To call up a module in Expert mode:

Select Tools, then select the required module:

Participants **or**

Video **or**

Chat **or**

Whiteboard **or**

Viewer.

In Expert mode, it is possible to close a single module without closing the other modules or exiting Marratech.

To close a module in Expert mode:

In the module window to be closed, select File, Close.

Related QuickNotes

- Desktop Videoconferencing: Setting and Options
- Desktop Videoconferencing: Chat Module
- Desktop Videoconferencing: Whiteboard Module
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Desktop Videoconferencing: Tips and Tricks

There are a number of things to consider to help make your videoconference as successful as possible.

- **Wear plain coloured clothing**

  Stripes, checks and 'fussy' prints create an unclear image at other sites which can be tiring to watch. Wear plain coloured clothing, or at least wear a plain jacket to cover a patterned shirt. In the same way, avoid large earrings or necklaces.

- **Turn off mobile phones**

  A ringing mobile can be picked up by the microphone and be distracting to other participants.

- **Be prepared**

  A videoconference meeting is like any other meeting. If you plan to use files during the videoconference, have them ready before the meeting starts.

- **Let other participants know if you are late**

  If you are running late, always try to let the other participants know.

- **Ensure all participants' connections are working at the start of the meeting**

  Test all participants' connections to ensure they can see and hear one another.

- **Ensure all participants are included in the videoconference**

  Always try to talk to each participant.

- **Don't move around too much**

  Try and stay as still as possible to ensure your image is clear at other sites.

- **Always face the camera**

  Don't turn your back to the camera – your face is much more interesting to see.

- **Have a backup plan**

  Sometimes technology doesn't work. Always have an alternate plan ready to implement if necessary.

- **Practice makes perfect**

  Experiment with DTVC before your meeting. The more familiar you become with the different tools, the more effectively you will use them in your meetings.

Screen Capture Module

When working with the screen capture tool, it is easier to move between the DTVC window and the window to be captured if they are not maximised.

Screen Resolution

Some users may have difficulty displaying the desktop videoconferencing login window clearly. The recommended minimum resolution is 1280 x 1024.

To change screen resolution settings:

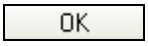
Click

, Settings, Control Panel to open the Control Panel window.

Select Display to open the **Display Properties** dialog box.

Select the **Settings** tab.

Drag (Screen Resolution Slider) to the required setting.

Click 

to close the **Display Properties** dialog box.

Related QuickNotes

- Desktop Videoconferencing: Meetings

Desktop Videoconferencing: Information for Macintosh Users

File Basics

To exit Marratech:

Select Marratech, Quit Marratech to display the **Exit Application** dialog box.

Click Yes.

Settings and Options

To update Marratech's options:

Select Marratech, Preferences to display the **Preferences** dialog box.

Select the required tab.

Make changes as required.

Click OK.

To change modes:

Select Marratech, Preferences to display the **Preferences** dialog box.

On the **General** tab, select the required Appearance option: Flexible or Expert.

Click OK.

Screen Capture

To copy a window and paste it into a whiteboard page:

Open the window to be copied.

Hold down and

Return to Marratech and open the required whiteboard page.

Select Edit, Paste.

The copied window should be pasted into the active whiteboard page.

Related QuickNotes

- Desktop Videoconferencing: File Basics
- Desktop Videoconferencing: Settings and Options
- Desktop Videoconferencing: Screen Capture
- Logitech: Information for Macintosh Users
- Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Logitech: Information for Macintosh Users

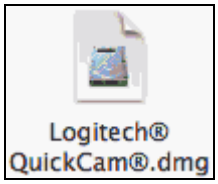
Install Logitech Camera

To install Logitech camera software:

Insert the Logitech QuickCam CD.

Double click

to open a new window.

Double click 

to open a new window.

Double click

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Click

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Click

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Click

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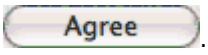
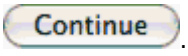
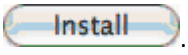
Click 

.

Click 

.

Click 

.

Click

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Click

.

The computer must be restarted in order to complete the software installation.

To complete Logitech camera installation:

After the computer has restarted, locate and open the **Logitech QuickCam** folder (usually in the **Applications** folder).

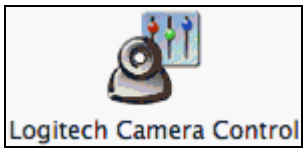
Double click

. A new window is opened and should display video.

Camera Settings

To modify camera settings:

Locate and open the **Logitech QuickCam** folder (usually in the **Applications** folder).

Double click 

to display the **Camera Settings** dialog box.

Select the required tab and make changes as required.

Click to close the **Camera Settings** dialog box.

To return to the default camera settings:

Locate and open the **Logitech QuickCam** folder (usually in the **Applications** folder).

Click

.

Click to close the **Camera Settings** dialog box.

To turn face tracking on:

Locate and open the **Logitech QuickCam** folder (usually in the **Applications** folder).

Select the **Geometry** tab.

Ensure the option: Face Tracking is checked (☑).

Click to close the **Camera Settings** dialog box.

Related QuickNotes

- Logitech: Install Logitech Camera
- Logitech: Camera Settings
- Desktop Videoconferencing: Information for Macintosh Users

Desktop Videoconferencing: Toolbars and Keyboard Shortcuts

Toolbars

Figure 21: Whiteboard toolbars

Icon	Description	Icon	Description
	Create a new page		Open WB document(s)
	Save page	Document name	Active Whiteboard document
	Previous page		Next page
	Toggles follow page changes		Toggles lead page changes
	Toggles a miniview for this page		Application sharing
	Select window to capture		Refresh image of captured window
100%	Zoom		
	Telepointer		Markup pen
	Selects an object		Text typing
	Freehand drawing		Line drawing
	Arrow drawing		Circle drawing
	Filled circle drawing		Rectangle drawing
	Filled rectangle drawing		Color picker
	Control shared application		Group
	Ungroup		Import video snapshot
1	Select line width		Select color
	Font	16	Select font size

Figure 22: Viewer toolbar

Icon	Description	Icon	Description
	Previous document		Next document
	Reload document		Home
	Stop loading document		E-meeting bookmarks
	Current room		

Keyboard Shortcuts

To…	Shortcut	To…	Shortcut
clear messages	Ctrl + M	close window (Expert mode only)	Ctrl + W
copy	Ctrl + C	create new page	Ctrl + N
current room	Ctrl + Space	cut	Ctrl + X
directly call location	Ctrl + U	exit Marratech client	Ctrl + Q
group objects	Ctrl + G	go to home page	Ctrl + H
join meeting	Ctrl + J	leave meeting	Ctrl + L
move back	Alt + ß	move forward	Alt + à
move object to back	Ctrl + B	move object to front	Ctrl + F
open location	Ctrl + O	paste	Ctrl + V
print whiteboard document	Ctrl + P	quit Marratech client	Ctrl + Q
reload document	Ctrl + R	save current whiteboard page	Ctrl + Shift + S
save open whiteboard documents	Ctrl + S	select all	Ctrl + A
show video on full screen	Ctrl + Alt + F	stop current action	Esc
undo action	Ctrl + Z	ungroup objects	Ctrl + Shift + G

Additional Learning Tools / Sources of Information

- Help menu within Marratech.
- Help menu within Logitech QuickCam.
- See **www.griffith.edu.au/ins/learningservices** for links to self-paced interactive tutorials and print material.